

Web Conferencing Pro

TECH SHEET

For Interactive Events

Raindance Web Conferencing Pro is the cost-effective way to host remote sales and marketing seminars and training events. Save money and reduce travel by bringing the interactivity of in-person presentations online. This fully automated service integrates the web and the phone for seamless deployment of large-scale events with a 99.99% uptime guarantee and scalability of up to thousands over the web.

Security

Raindance fully understands and supports the ever-growing need for increased security measures and has in place three levels of security - physical, data and access control. The physical integrity of our data center is of the utmost importance and our technologically advanced security system ensures that only authorized individuals have access to the data center.

The data stored within our secure facilities can also be highly protected with industry-standard 128-bit encryption methods, including optional SSL, Secure Sockets Layer, which verifies authenticity as well as integrity of data. Access to this data is further protected by a uniquely assigned conference ID and PIN with the ability to add a security passcode determined by the moderator over the phone.

Premises Security

Raindance's physical infrastructure is constructed to exceed industry up time, reliability and security standards. Privately held servers are housed within our secure data center to ensure their safety. Raindance restricts data center entry to selected members of our engineering staff who must pass through biometric, multiple-authentication locks and video monitoring. These select engineers monitor the data center 24/7 to control maintenance and troubleshoot problems.

Data Security

Whiteboarding, polling and application sharing sessions, as well as uploaded presentations and reports can be encrypted with optional SSL when transmitted over the web and are safe from unwarranted viewers. The following features assist in protecting uploaded content.

Java-based – Web Conferencing Pro applet is Java-based to ensure there is no impact on files, file structures or file operating systems.

Content transmission security – Raindance offers an optional SSL/HTTPS environment, which authenticates and encrypts communication between clients and servers and ensures protection of confidential materials from unauthorized participants.



Access Control

Raindance assigns each moderator a unique conference ID and PIN required to initiate a conference on the phone or web. To add another layer of security, moderators can create a security passcode unique to each conference. Raindance provides the following features allowing the moderator to control conference access.

Conference lock – The conference lock function ensures no other participants enter the conference, including the conference operator.

Document protection – Moderators can protect a presentation and choose who can view specific slides. There are three ways of protecting and/or publishing documents.

- Exclude from everyone except moderator
- Allow certain users by participant ID
- Allow public access

Conference operators – During your conference, a public or private conference operator can answer additional questions about your conference participants on the phone or on the web.

Network Architecture

Raindance offers a total in-house solution for our network architecture that is comprised of several highly redundant telephony and data connections. Our systems are monitored 24/7 by designated Raindance engineers who focus solely on the reservationless conferencing network.

Multiple Telephony Carriers

Raindance utilizes multiple vendors for our entire communications network to ensure technical issues do not interrupt conferences. Through several top-tier service providers, Raindance built our services on a highly reliable and scalable backbone. Raindance's redundancy includes the following layers.

Phone Bridging - Raindance uses several telephony providers and SS7 routing to dynamically load-balance calls. This means that even if one bridge is having technical problems, conferences are automatically rerouted to ensure conferences continue as planned.

ISPs / Fiber providers - Three top-tier Internet Service Providers (ISPs) allow Raindance to distribute content over the Internet on several backbones to drastically reduce bandwidth problems. They also provide flexible local loop access, which disseminates users to supply almost unlimited scalability.

Border and Distribution Routers - Network border routers handle all incoming and outgoing traffic via the Internet with distribution routers managing distribution of data traffic to the company's integrated service offerings.

Firewall Compatibility

Raindance protocol is HTTP-based, allowing corporate end-users to easily gain access. State-of-the-art firewall security ensures all incoming and outgoing messages are thoroughly filtered to meet stringent security criteria. Raindance requires that the standard port 80 be open on the firewall.

System Requirements

Implementing and managing Web Conferencing Pro requires little to no internal resources and there is rarely a need for technical support. If users ever do experience a problem, customer support is available by phone or e-mail 24 hours a day, seven days a week.

Raindance Web Conferencing Pro runs on most computer platforms that use a Java-enabled browser. Raindance deploys with minimal bandwidth and no client downloads or plug-ins are required.

Audio Requirements

Users only need a phone and Raindance conference ID and PIN to begin a conference anytime, anywhere.

Web Requirements

Hardware - A computer with a sound card and speakers

Software - Netscape Navigator 4.75, 4.79, 4.80 or 7.1, Microsoft Internet Explorer 5.xx or higher and one of the following JVMs - Microsoft JVM or Sun JVM* (requires 128 MB RAM)

Operating System - Moderators: Windows 98/2000/NT4/XP, Participants: Windows 98/2000/NT4/XP**

Bandwidth Minimum - 56 kbps dialup or faster recommended

*Sun JVM versions supported: 1.4.1 and 1.4.2.

**The following operating systems may work with limitations for participants only. For the best meeting experience, please consider using one of the fully supported Operating Systems listed above. Mac OS X family with Safari 1.0/Linux Redhat 6.2 with Netscape 4.7x /Solaris 8 with Netscape 4.7x.

Data Center

Raindance has invested over \$40 million in our convergent communications platform to provide a reliable service with a published uptime of 99.99%.

The Raindance infrastructure includes:

- 400+ T-1s - over 10,000+ phone lines
- Redundant Tier 1 Internet and voice communications providers
- Redundant systems, servers and communications hardware
- 6 terabytes of real-time storage
- 3 OC-12's of local loop on redundant data feeds
- 450+ Mbps of Internet bandwidth